

Communication Utility

Access the Website:

1. Open an Internet browser (such as Internet Explorer or Netscape)
2. In the address window type: **eme.ssa.gov**

Or

Click on this link: <http://eme.ssa.gov>

3. Once you have this page up, click on Favorites
 - o Select “Add to Favorites”
 - o In the name field, type **Electronic Records Express**
 - o Click OK
4. Enter your Username
5. Enter the password given to you by phone.

Change Your Password:

If this is the first time you are logging on, you will be required to change your password.

1. Enter the password we gave you in the old password field.
2. Enter a new password that is at least 7 characters long and includes both letters and numbers.
3. Enter the new password again into the Confirm New Password field.

Update User Information:

Your user profile information that we currently have in our records can be modified via the “Modify your account information” link on the Electronic Records Express Website Homepage. If our records are incorrect, change your profile information by performing the following steps:

1. Select the “Modify your account information” link.
2. Enter your new profile information within the appropriate fields.
3. Select the “Modify” button to forward the change.
4. Select the ‘Submit’ button to submit the change.
5. A Confirmation Email will be sent to your new profile information once the change is processed.

NOTE: Only the lead contact can change the profile information for an organizational shared user account.

Send Messages and Files:

- Look on the right under the **Communication Services** heading and select “Communication Utility: Send E-Mail”. This option will take you to the **Electronic Records Express – Communication Utility**.

Step 1: Select the appropriate Destination.

Please type the appropriate subject.

Step 2: Select the “Browse” button to select the file to send. (Do not send files that are password protected.)

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Select the “Add Another File” button to send additional files.

Step 3: Enter your message in the box provided.

Step 4: Select the “Submit” button to forward the information to the specified destination.

Access Keys:

This application contains access keys to improve navigation and provide information. You will find a list of these keys in the table below:

Button	Access Key
Add Another File	2 – 8 (number corresponds to the file to be added)
Cancel	n
Continue	c
Edit	w
Home	m
Prior	p
Send Another Report	r
Send Another Response	r
Submit	b
Try Again	g

Other keyboard commands, hotkeys or access keys will vary based upon the browser and the version of the browser that you are using. A list of these commands can be found in the Help section of your browser. The Help feature can be located on the Menu bar of your browser or by using the F1 function key on the keyboard. Any assistive devices that you may be using will also have a list of these shortcut keys in their Help section.

Note:

1. To use these keys select the “Alt” button on your keyboard and the access key simultaneously.
2. **Internet Explorer 6 Browser Users Only:** In order to trigger the “Browse” button on the Electronic Records Express Submission pages you will need to use the space bar if you are using keyboard access.